FREEMAN

# IHA's Electrical Frequently Asked Questions (FAQs)

IHA has compiled the following FAQs based on exhibitor questions received during past Shows. We share this information to help you understand how electrical service is provided and billed. The FAQs will further explain information that appears on the electrical order forms and reference lists included in the Exhibitor Services Manual - be sure to closely review this information as well.

If you have additional questions, do not hesitate to contact Freeman Electrical as follows:

- Before the Show: Phone 773-473-7080 or via email at FreemanChicagoES@freemanco.com
- During the Show:
  - Stop by the Freeman Electrical Service Desk located in your building Exhibitor Service Center.
  - Contact a Freeman Floor Concierge who will be on the Show Floor.
  - Submit an online request by accessing Freeman Concierge Elite on the website (www.freemanco.com) or download the Concierge Elite app found on Freeman online.

## ELECTRICAL SERVICE

1. **Is electricity included with my booth?**
   Electricity is not included in your booth. However, select booth packages do include some electrical services. Detailed information about booth packages can be reviewed in the Exhibitor Services Manual or Freeman website under Rental Exhibits.

2. **Are electrical outlets available for me to use at the Convention Center?**
   Electrical outlets are not available unless ordered through Freeman.

3. **Does Freeman offer discounted or guaranteed pricing for orders?**
   Yes, discount pricing is available by placing orders prior to the advance published deadline date.

4. **How do I get electrical service in my booth?**
   Depending on the electrical requirements, power will be taken from floor ports (for standard service) or from overhead sources for heavier power requirements. Overhead electrical is more expensive due to higher voltage and equipment required to bring power to the booth and labor.

5. **What is a standard electrical service? How many outlets are included? How much does it cost? Is labor included?**
   A standard service is defined as a 110/120 volt line, 500 watts. This service includes one (1) outlet. The cost for a standard service when ordered before the published deadline is $101.00. This price includes the labor to install the service in one location at the back of either an inline or peninsula booth configuration.

6. **Is there a formula to determine how much power I need to order based on my lighting needs?**
   A rule of thumb is to multiply the number of lights by the bulb wattage. Please refer to the Electrical Usage Guide in the Exhibitor Service Manual.

7. **How much voltage is needed to supply power to common items such as a laptop or a phone charger?**
   A 110/120 volt, 5a service is enough power for a phone charger or a laptop.

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8. **I am an international exhibitor and need help with wattage conversion.**
   Freeman is accustomed to working with non-US exhibitors and will be more than happy to help with wattage conversion.

9. **Could I request electrical service in any location within my booth?**
   Yes. Complete an electrical floor plan grid found in the utility section of the Exhibitor Services Manual.

10. **How can I make sure that power is laid in specific areas of my booth?**
    Place electrical orders prior to the advance published deadline date and provide an electrical floor plan grid when ordering.

11. **How do I ensure my electrical service will be installed before I arrive to set my booth?**
    Order electrical requirements prior to the advance published deadline and provide an electrical floor plan grid with your order.

12. **Can I add more services after my booth is constructed?**
    Additional services can be ordered but will be charged at onsite rates. Installation labor may also be charged if the carpet/floor covering or booth structure needs to be moved to install the electrical service.

13. **When does electrical service get turned on during move-in and show days?**
    During move-in, booth power is on during move-in hours. During show days, booth power is turned on 30 minutes prior to show hours. If you need booth power at any other times, it is chargeable; arrangements can be made at the Service Desk.

14. **Is electrical service available 24 hours? If so, when does it get turned on? What are the costs?**
    Yes, 24-hour booth power is available. Twenty four hour power is turned on the last day of move-in. It is charged at double the cost of the electrical service. If you need 24-hour booth power at any other time during move-in, you can make arrangements on-site at the Exhibitor Service Center.

15. **Once the Show closes, will booth power be on to use power tools for dismantling? How do I ensure that I will have booth electricity during move-out so I can use power tools? What are the costs?**
    Booth power is tuned off within 30 minutes of show close. If you need power extended during dismantle, please make arrangements while on-site at the Exhibitor Services Center. Additional charges will be determined based on your needs.

**<u>LABOR</u>**

16. **I understand that with the recent labor reform, exhibitors now have expanded rights. How does this affect electrical?**
    Labor reform now allows Show Organizers to bid out electrical service to ensure the most competitive rates for their exhibitors. In addition, expanded straight time windows are now available to exhibitors. For more information, please review the Cost Savings at McCormick Place document in the Exhibitor Services Manual.

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17. **When can I do electrical work myself?**
    Personnel who are employed by the exhibiting company for at least 6 months can plug in equipment owned by the company. This includes lighting, computers and audio visual equipment. For more information, please refer to the Exhibitor Bills of Rights document in the Exhibitor Services Manual.

18. **What determines straight time, over time and double time?**
    This terminology is based on time periods when labor works. Straight time is defined as the standard work week for labor; in Chicago, it is 8:00 a.m. to 4:30 p.m., Monday through Friday. Overtime and double time is charged when work is performed outside of this time period. For more information, refer to the order forms for labor in the Exhibitor Services Manual.

19. **How many electricians are needed for a 10x10 booth install?**
    One electrician is needed to install one standard electrical service at the rear of a 10x10 booth.

20. **How much time should installation take for a 10x10 booth?**
    The estimated time to install one standard service at the back of a 10x10 booth is ½ hour but it can take longer depending on unexpected issues.

21. **What is considered "floor work" vs. "booth work"?**
    Floor work is electrical installation at the rear of an inline or peninsula booth, and electrical installation in multiple locations, placed underneath the carpet/floor covering. Booth work is for services that are installed above the floor (i.e., hanging items, truss, etc.)

22. **When is labor charged in addition to the electrical service ordered? Is labor charged on actual work done?**
    Labor charges occur when:
    - A higher voltage than 110/120 is required (i,e., 208 or 480).
    - Outlets are required in more than 1 location.
    - Outlets must be "fished" under carpet or flooring.
    - Lights or other electrical items must be hung or erected.

    Charges are based on what day time the work is performed (straight time, overtime, double time). The installation time is charged at actual time in half hour increments. The dismantle time is charged at 50% of the install time.

23. **If I had a good experience with an electrician at the 2015 Show, may I request him/her again for the 2016 Show?**
    Freeman will try to accommodate all labor personnel requests; however, requests will need to be made 48 hours in advance of the first day of move-in and cannot be guaranteed.

24. **How can we eliminate overtime?**
    Order your electrical requirements and labor in advance of the published deadline and when possible plan work to be done to be done on Monday through Friday, between 8:00 a.m. and 4:30 p.m.

25. **Can any booth contractors/vendor that we hire do electrical work?**
    No, for safety reasons, Freeman is the exclusive electrical provider for the Show and the only contractor authorized to provide power to booths.

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## ELECTRICAL EQUIPMENT

**26. What is the lighting like in the Convention Center? Do you suggest that I order additional lighting?**
Overhead lighting is provided. During move-in and move-out, work lighting is provided (typically at 25% full lights); full lights go on during Show Days. If you wish to highlight or showcase your product, we encourage you to order additional lighting.

**27. May I rent extension cords or power strips?**
Extension cords and power strips are available to rent from Freeman. Review the Electrical Materials Price List in the Exhibitor Services Manual.

**28. May I bring my own extension cords or power strips? If so, are there any restrictions?**
Yes, to save money, exhibitors are able to bring in their own extension cords and/or power strips. Extension cords must be UL approved (14 gauge, 3 wire with ground), be flat when used for floor work and have circuit protection. All cords must conform to the City of Chicago Electrical Code. Please consult Freeman for additional details.

**29. What electrical items are prohibited from use in the exhibit hall?**
Any electrical item that does NOT meet Federal, State and Local electrical codes is prohibited from use in the exhibit hall. Freeman Electrical Services reserves the right to inspect all electrical devices and connections and is required to refuse connections where an exhibitor's wiring is not in accordance with electrical code.

**30. Can I plug in my own audio visual equipment (i.e. monitors, DVD player)? Do I need to use Freeman to plug equipment into electrical services?**
A full-time employee of the exhibiting company can plug in their own audio visual equipment. Freeman Electrical is available if you need assistance or find that the equipment is not running properly.

**31. Can I plug in audio visual if I rent items from a service provider including Freeman AV?**
If the items are rented, Freeman electricians must plug in the equipment.

## INFORMATION FOR BOOTHS OVER 400 SQ. FT.:

**32. I have a large booth and was hoping Freeman could provide me with electrical suggestions and/or recommendations that will help us be more efficient and cost effective in our ordering?**
Freeman will be happy to discuss suggestions and/or recommendations for electrical efficiency and cost effectiveness. Exhibitors are encouraged to contact Freeman Electrical prior to the Show.

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33. **When is a scissor lift vs. a condor lift required? How is each piece of equipment charged? Also, how many workers are required with each and how is the labor charged?**
    A condor is used when items are hung from the ceiling. A scissor lift is used when items are affixed to the top of a booth structure and can be reached from the floor. The charge for one scissor lift includes the labor for one worker. The charge for one condor includes the labor charge for a crew consisting of two workers, one who operates the machine and one who is on the floor maintaining a safety area. Please refer to the electrical rate sheet for charges.

34. **Is there a difference in labor costs when audio visual equipment is installed vs. electrical services is installed?**
    Audio Visual labor is charged based on the work done at the booth (install and dismantle), the time spent to bring the equipment from the holding room to the booth, returning the cases during move-in, bringing the cases back to the booth and returning the equipment to the holding area during move-out.

    Electrical labor is charged based on the work done at the booth (install and dismantle), the time spent bringing the equipment from the holding area to the booth during move-in and returning it to the holding area during move-out.

35. **What is a feeder cable? When is it used? Is there a charge?**
    Feeder cables extend power from the utility ports (both floor and overhead) to exhibitor booths when multiple services are installed. The number of feeder cables is dependent on the amount of electrical services ordered. Yes, feeder cable is billed based on what is used in your booth.

36. **Even if I request work/labor to be done in advance on straight time, there have been times when workers get backed up and thus required electrical work be done on overtime. Why am I charged for that?**
    Freeman's goal is to make sure that all work/labor ordered in advance will be billed on straight time. Every attempt is made to ensure this goal.